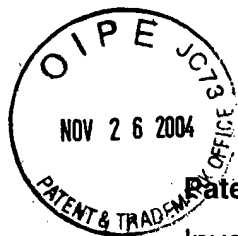


Serial No. 09/588,963



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**

Inventors: **Frank J. Bogart**  
**Camille Gabriel**  
**Sarah Kiefhaber**  
**Gary S. King**  
**Rebecca K. Phelps**  
Case No.: **Bogart 18-3-1-4-1**  
Serial No.: **09/588,963** Group Art Unit: **3623**  
Filing Date: **June 7, 2000**  
Examiner: **Akiba K. Robinson Boyce**  
Title: **Multimedia Customer Care Center Having a Layered Control Architecture**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

SIR:

**PETITION FOR EXTENSION OF TIME**

Applicants petition the Commissioner of Patents to extend the time for response to the Advisory Action dated October 1, 2004 for one (1) month from November 11, 2004 to December 11, 2004.

Please charge Avaya Inc.'s **Deposit Account No. 501602** in the amount of \$110 to cover the cost of the extension. Any deficiency or overpayment should be charged or credited to Deposit Account No. 501602. Duplicate copies of this petition are enclosed.

Respectfully submitted,

11/29/2004 JADD01 00000028 501602 09588963

01 FC:1251 110.00 DA

By

David Volejnicek  
Corporate Counsel  
Reg. No. 29355  
303/538-4154

Date: 23 Nov. 2004  
Docket Administrator  
Avaya Inc.  
307 Middletown-Lincroft Road  
Room 1N-391  
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

On 23 Nov. 2004  
Date of Deposit

Tina R. Wilson  
(Type name of person mailing paper)

  
(Signature of person mailing paper)